

QUICK REFERENCE CARD

AUTOMATED COMMERCIAL ENVIRONMENT (ACE)

AD/CVD

SEARCH FOR CASES AND MESSAGES



OFFICE OF TRADE



U.S. Customs and Border Protection

VERSION 1.0

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APPROVED



AD/CVD SEARCH FOR CASES AND MESSAGES

INTRODUCTION

There are two ways to search for a case and message:

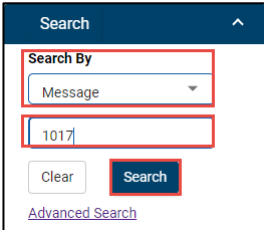
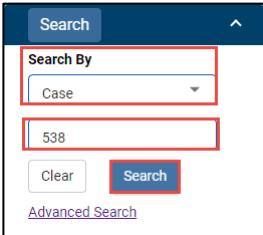


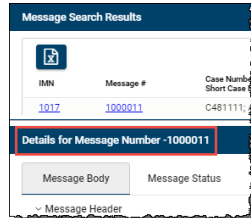
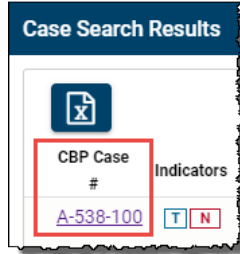
- Quick Search - Using the case or message number.
- Advanced Search - Using multiple search criteria.

Use Quick Search to search for partial case numbers. You must use the complete message number when doing a Quick message search.

Use Advanced Search to narrow search results.

- Two criteria are required for a case search.
- One criteria is required for a message search.

SEARCH FOR A CASE OR MESSAGE USING QUICK SEARCH

Step	Action
1.	<p>In the Search pane:</p> <ol style="list-style-type: none">In the Search By field, select Case or Message in the drop-down menu.In the next field, type a <i>case number</i> or <i>message number</i>.Select the Search button. <p>The Search Results pane displays.</p> <div></div>
2.	<p>For a Case search:</p> <ol style="list-style-type: none">In the Search Results pane in the CBP Case # column, select a case number hyperlink. <p>The Details for Case Number # pane displays below the Case Search Results pane.</p> <p>For a Message search:</p> <p>The Message Search Results pane and Details for Message Number # pane displays below the search results with the message information.</p> <div><p>TIP: Select the Excel icon  to export search results.</p></div> <div></div>


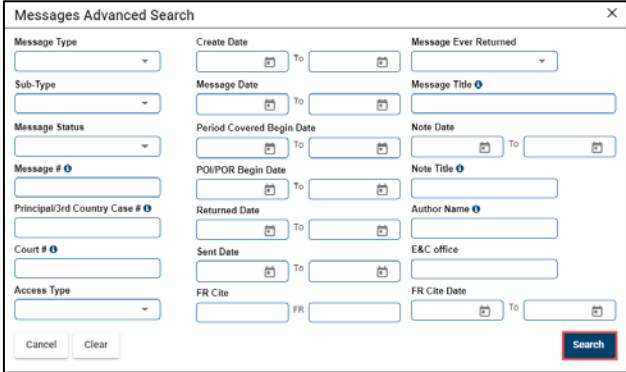
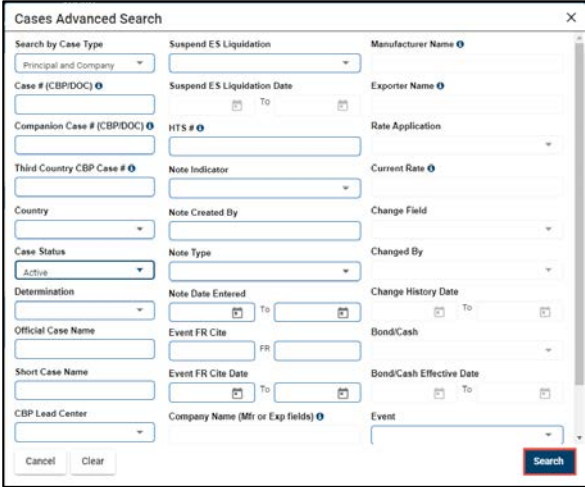

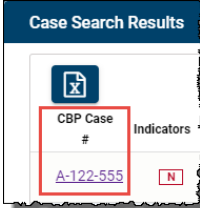
For assistance, call the CBP External Support at 1-866-530-4172.



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SEARCH FOR CASES AND MESSAGES

SEARCH FOR A CASE OR MESSAGE USING ADVANCED SEARCH

Step	Action
1.	<p>In the Search pane:</p> <ol style="list-style-type: none">In the Search By field, select Case or Message in the drop-down menu.Select the Advanced Search hyperlink. <p>The Cases or Messages Advanced Search dialog box displays.</p> <div> IMPORTANT: Do not enter any criteria in the case number or message number field.</div>
2.	<p>In the Advanced Search dialog box:</p> <ol style="list-style-type: none">Type or select search criteria.Select the Search button. <p>The Case or Message Advanced Search Results pane displays.</p> <div></div>
3.	<p>In the Case or Message Search Results pane in the CBP Case # column or IMN column, select a hyperlink.</p> <p>The Details for Case or IMN Number # pane displays below the Search Results pane.</p> <div></div>

For assistance, call the CBP External Support at 1-866-530-4172.

